



U.S. Department
of Transportation

**Federal Aviation
Administration**

**Transport Airplane Directorate
Aircraft Certification Service**

1601 Lind Avenue, S.W.
Renton, Washington 98055-4056

May 4, 2003

Dear Customer:

This letter is to inform you of our final decision regarding the Seattle Aircraft Certification Office (SACO) reorganization. In July 2002, we announced our intent to reorganize the SACO Special Certification Branch to improve service to our customers and to improve the utilization of our existing office resources. Our original plan was to make the reorganization effective January 2003. The original plan called for integrating the staff from the Special Certification Branch (ANM-190S) into the other branches of the SACO.

Since announcing the change, we have conducted a series of meetings with the general aviation community—most recently, a January 13, 2003, “town hall” meeting held in Seattle. The general aviation community expressed their concerns about our proposed reorganization and disbandment of the Special Certification Branch. Their concern was that economic challenges facing the general aviation industry might make them more vulnerable to a potential reduction of FAA services which could result from a reorganization. In an effort to alleviate these concerns, we revisited our plan for the SACO reorganization.

We have revised our implementation plan since the January 13 meeting. The revised plan involves several phases to be implemented between May 2003 and April 2004. New metrics will be used to ensure that service is maintained or improved and that each phase is successful before moving to the next. Mr. Mike Pasion will continue to manage the Special Certification Branch and will continue to be the focal point on general aviation issues during the transition. The small airplane and rotorcraft program managers will report directly to the SACO manager, giving added visibility to the general aviation projects assigned to the SACO.

Engineers from the Special Certification Branch will continue to work with the same companies and projects while additional engineers will be phased in to supplement those already serving general aviation customers. Furthermore, through this process the SACO staff as a whole will become more familiar with the unique aspects of supporting the general aviation community prior to the full implementation of the reorganization plan. We anticipate the reorganization to be completed by April 2004.

We will communicate with the general aviation community on a regular basis through outreach meetings and by providing updates regarding the reorganization on our FAA website (<http://www.faa.gov/certification/aircraft/index-tad.htm>). We will share with the general aviation community the performance measures used to evaluate the level of customer service provided and address additional issues as they arise.

Thank you for your interest, your candid feedback, and your dedication to general aviation. Let's work together to ensure the success of our efforts to better serve the needs of the general aviation community. If you have questions or desire further assistance, please contact Mr. Mike Pasion at (425) 917-6503.

Sincerely,

Original Signed by
Vi L. Lipski

Vi L. Lipski
Manager, Transport Airplane Directorate
Aircraft Certification Service